

Professional and Managerial Branch  
Miscellaneous Professional Group  
Arbiter Series

**CONSUMER AFFAIRS ADMINISTRATOR**

03/03 (AM)

**General Purpose**

Under direction, as an individual contributor manage the consumer affairs function of a major public service organization.

**Typical Duties**

Receive, evaluate and act on complaints, inquiries, requests for assistance from constituents, customers and stakeholders, government officials and others and resolve disputes regarding quality or failure of service and recommend service improvement programs. Involves: Plan and conduct studies of work problems and procedures, organizational change, communications and information flow. Compile and analyze information on problems or procedures using statistical methods. Evaluate departmental operating procedures and make recommendations to promote continuous quality improvement and reduce customer complaints. Ascertain responsibility, develop solutions and alternate methods of proceeding. Organize and document findings and prepare recommendations regarding new systems, procedures or organizational changes for supervisor and provide early warning regarding areas of emerging organizational concern. Confer with own management for procedural guidance and policy interpretation in conducting investigations into and resolution of situations of an unprecedented nature.

Represent the assigned functional organization. Involves: Serve on boards and committees, which includes attending meetings and hearings and performing participatory functions. Promote awareness of department activities and actions. Develop and maintain effective and positive public relations by establishing processes that facilitate communication between management, legislators, staff, and customers. Direct inquiring parties to proper department or individual responsible for providing requested services or dealing with issues raised and track results of referral. Serve as a communication conduit between parties and mediate as requested to facilitate resolution of unresolved complaints or obtain and expedite coordinated services of more than one department. Meet with complainants or arrange meetings with appropriate officials. Assist inquirers through detailed, difficult or complex procedures by interpreting and clarifying departmental policies and procedures. Consult with various groups regarding service delivery methods and procedures that foster flexible administrative practices to optimize the organization's capabilities for equitably meeting consumer needs. Compose and conduct written and telephone surveys.

Perform other professional analytical and administrative duties as required. Involves: Direct the work of assigned staff support personnel if delegated team leader responsibility. Substitute for immediate supervisor during temporary absences by performing delegated duties and responsibilities sufficient to maintain continuity of normal operations and similarly performing duties of coworkers or subordinates, if assigned. Examine incoming correspondence. Formulate replies and compose letters. Assist in preparation and distribution of reports and publications, and general public information intended for Website use.

**Knowledge, Skills and Abilities**

- Considerable knowledge of administrative principles and methods.
- Considerable knowledge of operations and services in area of assignment.
- Good knowledge of research and investigation, and statistical analysis practices.
- Good knowledge of customer relations, and grievance or conflict resolution techniques.
- Ability to read, analyze, interpret and explain abstract and concrete requirements of ordinances, regulations and policies.
- Ability to make decisions by applying principles of logic and analysis to practical problems.
- Ability to establish and maintain courteous, effective working relationships with fellow employees, officials and the public, including irate people.
- Ability to express oneself clearly and concisely, orally and in writing, to tactfully and impartially facilitate and resolve conflicting viewpoints.
- Ability to maintain records and prepare reports.
- Skill in the safe operation and care of personal computers and related word processing, spreadsheet and database software programs.

**Minimum Qualifications**

Training and Experience: Equivalent to a combination of an accredited Bachelor's Degree in Public or Business Administration or related field, plus four (4) years professional experience in public relations, marketing, or dispute or complaint investigation and resolution, including one (1) year in a functional organization comparable to area of assignment.

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Human Resources Director

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Department Head

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Department Head

OFFICIAL